

EXHIBIT A

M e m o r a n d u m

TO: FILE

FROM: SAMIA KIRMANI

DATE: NOVEMBER 12, 2004

RE: TELEPHONE CALL FROM JOHN KOSLOWSKY ON NOVEMBER 10, 2004

Samia Jack Koslowsky calling regarding Abbott Laboratories and Dictaphone. I don't have a problem assenting to the authenticity of those documents. If you have any questions, give me a call. 617-698-3000.

EXHIBIT B

ROSS LABORATORIES



COLUMBUS OHIO 43215
A DIVISION OF ABBOTT LABORATORIES, USA

DATE: February 8, 1990

TO: Bill Byrd

FROM: Greg Lindberg

SUBJECT: Suprax Test

Dear Bill:

I regret to inform you that you have failed to pass the Suprax test for the second time. To make sure the test was graded correctly and fairly, after reviewing the answers you gave to the questions, I submitted your test to Jim Hickam in Columbus for confirmation relative to the correct answers. Jim confirmed that you had 22 incorrect answers, and therefore failed to pass with a grade of 85%.

In light of the fact that you failed for the second time, I would like to formally request that you stop promoting Suprax to your customers. A review session will be conducted at the first period regional meeting by a member of the sales training department and a retest will follow. By carbon copy of this memo I am notifying Jim Hickam so that he can plan for this session.

Bill, I would like to confirm the seriousness of this matter and ask that you do whatever is necessary to make sure you pass the retest at the Regional Meeting.

Best regards,

A handwritten signature in cursive script that reads "Greg".

Greg

/dn

cc: Joe McManus
Jim Hickam
John Boisse
File

EXHIBIT C

INTEROFFICE
CORRESPONDENCE

DATE June 29, 1990

TO Bill Byrd *file*

FROM John Boisse

BASE CITY

TERR.0500

SUBJECT Recent Work With

*To: John -
When we discuss hospital
losses lets include reference
to our previous share vs. our
current share i.e. 100% - 50%
et.
Just trying to be of help.*

Dear Bill:

I just want to take a few paragraphs to recap our discussions
and our work with on Thursday, June 28.

First, it is with great disappointment we have learned Beverly Hospital, a long-term Ross exclusive, will go to a rotation on July 1, 1990, with Mead Johnson. Bill, I believe if you had had a broader base of support from either purchasing, nursing, or physicians, we might have been able to learn of Mead's activities earlier. I think you underestimated the importance and influence two key nurses had within this institution in their ability to sway a pediatric vote to allow Mead Johnson to enter as part of a rotation.

*Greg
7/2/90*

Bill, it would also appear this situation is not dissimilar to other situations which have occurred within your territory; i.e., Winchester Hospital, New England Memorial Hospital, as well as your inability to gain either nursing or physician support at Salem Hospital. An example of this lack of support would be the difficulties you had with Dr. Marushka pertaining to securing Rehydralyte for his office. As we had discussed, for whatever reason there might be, there appears to be a similarity in a pattern of your lack of ability to gain the necessary support to increase and enhance business where we are either locked out of a situation or to hold onto our existing business.

Both Greg and I have strong concerns relative to your effectiveness and ability to achieve positive desired results within Territory 0512. We believe such situations as your inability to pass the Suprax test on the first two attempts demonstrates a lack of commitment to successful achievement within your territory.

I will be working with you again on Tuesday, July 10, and hopefully we will again attempt to pinpoint specific strategies or ideas to help you gain additional support and business within your territory.

I look forward to seeing you on Tuesday, July 10, at 8:30am in Burlington.

Regards,

John
John

JB:shg

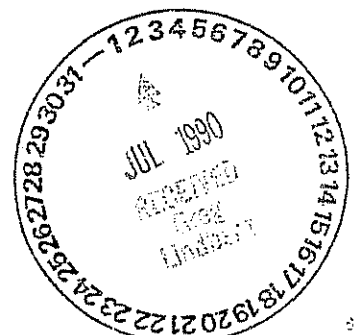
cc: Greg Lindberg
File

EXHIBIT D

DATE July 26, 1990

TO Greg Lindberg

FROM John Boisse

SUBJECT Recent Work With Bill Byrd

Dear Greg

I just want to recap my day with Bill concerning his progress in both Beverly Hospital and his territory as a whole.

It was a good day compared to some we have had recently. Bill made good presentations today. You could see he had been working the supplemental sales aid and trying to go with the Task Clarity for the third period.

We again discussed his lack of knowledge as to what had happened at Beverly Hospital and he again tried to clarify exactly what happened. The meeting was held on a Friday and on the following Monday, a few days before July 1, a decision had been made to change formulas. It was done by a couple of nurses who were not decision makers but influencers who carried weight with the pediatricians. Basically, the pediatricians said "Why not", because Hunt Hospital had recently closed and why not be fair. So it seems there are many reasons for all of this happening.

I think Bill does realize now the seriousness of what happened and of having to gain additional business from outside sources; i.e., the doctor's office.

I have another work with scheduled with Bill next week. I hope to see some progress. I will continue to work with Bill; I don't know what the outcome will be. He certainly knows I am not pleased with him. He knows you are not pleased with him. He realizes that other people are aware of what has happened and that such things as the Suprax test have not added to the confidence Ross Laboratories has in him. I will continue to monitor the situation closely with communication to you and to Bill so we all know what is going on.

Regards,



John Boisse

JB:shg

cc: Joe McManus
FileThanks

file: Byrds PC file

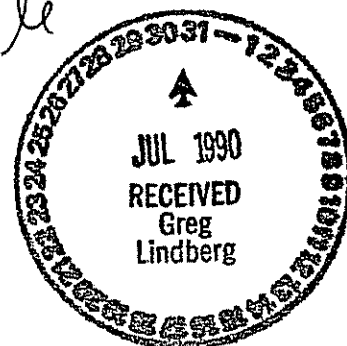


EXHIBIT E

DATE February 13, 1992

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INTEROFFICE
CORRESPONDENCE

ROSS

TO Bill Byrd *file P.C.*

FROM John Boisse

BASE CITY

TERR. 1110500

SUBJECT Workwith

Dear Bill:

I wanted to take a few paragraphs to re-cap our day together on Tuesday, February 11. First, I would like to remind you that all cases of samples are to be left completely open in the Physicians' offices. I do not want to see any cases, for any reason, left with covers still on. Please make certain you adhere to this policy in every Physician's office.

Second, please make certain your presentations to the OB office nurses are ones of helpful ally with support for breastfeeding as well as for help with the cost of formula, if you will. Please do not promote the Free Case Coupons on the basis of a sales contest for you to win. I don't think it will work in any situation. So, Bill, please make certain to curtail any such sales approach.

Third, please continue to prosecute the Isomil and the Disappearing Apple promotion to the fullest. By "to the fullest" I mean a presentation to every Pediatrician and every Office Nurse possible. I would like to see you track every Pediatrician you give it to so a month or two from now you will be able to say to me, "John, I have presented this promotion to 98% of all my Peds in the Territory."

Bill, as we have spoken in the past, it sometimes appears we promote to everyone, but after we do it 10 or 15 times it seems like we quit or stop or whatever. So, Please, again, track and make certain you give this presentation to everyone within your Territory.

Fourth, Suprax continues to be a priority. The message of a 75 ml introduction is mandatory. Please be certain you convey the proper message of 29 to 42 pounds being the appropriate weight for the use of the 75 ml bottle. Bill, you might even think of doing something creative relative to this promotion. In other words, having something made up whether it be chocolate lollipops or strawberry flavored something or other to help with the memorability of the Suprax.

Bill, all of the above mentioned things must be done on an ongoing basis even when I am not with you. I must be assured that while I am not working daily with you, these programs are carried out to the fullest and you are prosecuting all of them on a daily basis.

By the way, congratulations on the placement of 5 vials of Survanta at Beverly Hospital. I would continue to promote Survanta to Beverly, Salem, and Winchester, making certain the Neonatologists have the most recent copies of the studies. Continue to discuss prevention versus rescue as a mode of use for Survanta.

Bill, I'll be in touch with you relative to our date for Impacts. See you soon. Keep prosecuting those programs and I'm sure things will continue to improve within your Territory. Good luck and great selling.

Regards,

John
John

JB/sl

cc: Greg
File

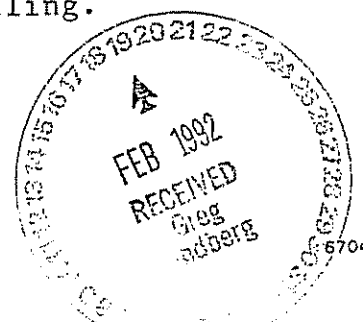


EXHIBIT F

TM EVALUATION

Case 1:04-cv-11032-DPW

Document 38-2

Filed 04/11/2005

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NUMBER OF SUPERVISORY VISITS THIS YEAR

1/15	2/11	3/27	4/22	5/5	6/2	7/1	

DATE 7/15/92 (PLEASE SUBMIT OCT. 1 EACH YEAR)

TM William Byrd TERR. NO. 1110512 BASE CITY Northshore, MA

STARTING DATE 5/17/83 DATE OF LAST INCOME REVIEW 5/25/92 DATE OF LAST WRITTEN PERFORMANCE APPRAISAL 3/92

TM HAS A COPY OF PERFORMANCE APPRAISAL? ☒ YES ☐ NO

A. WHAT IS YOUR OPINION OF THIS PERSON'S PERFORMANCE AND EXPERTISE IN THE FOLLOWING AREAS?

	Excellent	Good	Fair	Developing	Marginal
1. SELLING SKILLS AND RAPPORT IN THE PHYSICIAN OFFICE:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. SELLING SKILLS AND RAPPORT IN THE HOSPITAL:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. TRADE SELLING AND MERCHANDISING SKILLS: NA	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. PRODUCT KNOWLEDGE:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. ADMINISTRATIVE EFFICIENCY:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. PLANNING AND TIME STRUCTURING:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. JUDICIOUS USE OF RESOURCES: (GRATIS, SERVICES, BUDGET)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. COMPANY IDENTIFICATION (ATTITUDE AND MORALE):	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

B. DESCRIBE SPECIFIC PROBLEMS OF THIS TERRITORY Bill is up against a long term senior Mead TM. This TM has tremendous loyalty with many of the Pediatricians.

WHAT ARE THIS PERSON'S MOST NOTABLE WEAKNESSES? Bill's inability to gain the type of rapport needed to break the loyalty the Mead Rep has with many of the Peds. He needs to improve his working relationships and rapport with hospital based nurses.

WHAT ACTION IS BEING TAKEN TO ELIMINATE OR REDUCE THEM? During my Supervisory Visits with Bill I try to stress hospital selling so he'll build better relationships with his nurses. In those hospitals where he has an opensystem, I feel he could do better on discharge if he had better nurse control.
IN WHAT AREAS OF ENDEAVOR HAS THIS PERSON SHOWN IMPROVEMENT THIS HALF? Bill continues to be Bill, but his hospital rapport has grown somewhat. He can, at times, be his own worst enemy.

WHAT ARE THIS PERSON'S MOST NOTABLE STRENGTHS? Bill appears to be a hard worker and wants to succeed, but again, sometimes his own personality gets in the way.

C. WHAT IS YOUR PROGNOSIS FOR THIS PERSON? ☐ 1/3 TM ☐ 2/3 TM ☒ 3/3 TM ☐ Marginal ☐ Promotable ☐ New (Not Rated)

SUPPORTIVE COMMENTS: I work as hard with Bill as any TM in the District. Until he decides he wants to be a success based upon an improved image and attitude, Bill will never realize his potential.

D. WHAT MOTIVATES THIS PERSON? (Check 2 max.)

☐ Recognition ☐ Money ☒ Security ☐ Promotion ☐ Working Conditions ☐ Other

WHAT HAVE YOU DONE TO SUPPORT HIS/HER MOTIVATIONAL NEEDS? Bill has been a TM for nearly 10 years and I have tried to create an environment where he feels comfortable and wants to succeed at being a successful TM for Ross Labs. Although money is an important factor, Bill has not achieved greater income because of his lower ranking.

E. HAS THIS PERSON ATTENDED A.T.C.? ☒ NO ☐ Yes When?

DISTRICT RANKING: THIS HALF YEAR 9 OF 11 LAST HALF YEAR 4 OF 12

REGIONAL RANKING: THIS HALF YEAR 46 OF 54 LAST HALF YEAR 50 OF 54

DM SIGNATURE John Lewis DATE 7/20/92 RM SIGNATURE Tim Heig DATE 8-11-92

RM REMARKS: Bill's performance has remained satisfactory - at best. His personality comes across as abrasive and this diminishes his ability to build solid rapport.

EXHIBIT G

DATE: September 25, 1992

TO: Bill Byrd *file*

FROM: John Boisse

SUBJECT: Recent Workwith

Dear Bill,

The policy and standard procedure relative to sampling of Similac and Isomil products within District 1110500 is the same for everyone. On Tuesday, September 22 when I worked with you I observed on at least two occasions (Dr. Short, Dr. Annino's offices) you had failed to open and display the Similac product during your last visit to these Physicians. Bill, everyone within the district is required on a routine basis to open cases and/or display product in each and every office. I have repeatedly asked you to do so. However, you continue to bring in product and simply drop it off without even making the effort to open it. This behavior is unacceptable and goes against the procedures and policies of this district.

I fully expect you to understand what it is I am requesting of you and that you will in the future do what is required of the job. I enclose two copies of this memo and I would ask you to sign the bottom of this copy with a short explanation that you understand and will comply with my request to be consistent with the other Territory Managers and your job description. Return this copy to me with your notation and signature as soon as possible.

Regards,

John
Regards,

John

JB/sl

cc: Greg Lindberg
File ✓

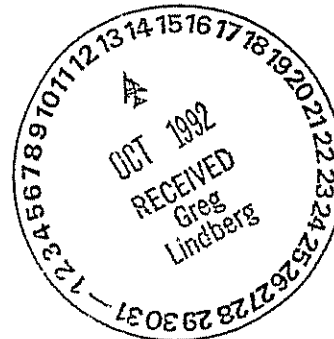


EXHIBIT H

CORE TM VISIT REPORT

Visits this year

BILL BYRD _____
TM NAME1110512 _____
TERR #4/14/93 _____
DATE OF VISIT

NON WIC MARKET SHARES

	CURRENT	PREVIOUS QTR.
5-6 MONTHS	36.9	40.4
POST-BREAST	31.1	35.3
TOTAL TERR. NON-WIC BIRTHS		9173

Performance Rating Prognosis

<input type="checkbox"/> Outstanding	<input type="checkbox"/> Capable
<input type="checkbox"/> Commendable	<input type="checkbox"/> of Adl Resp
<input type="checkbox"/> Satisfactory	<input type="checkbox"/> Long-term
<input type="checkbox"/> Marginal	<input type="checkbox"/> Develop'g
	<input type="checkbox"/> Marginal

VISIT OBJECTIVE(S):

Business Review and TM evaluation.

COMMENTS/OBSERVATIONS:

Bill does not demonstrate ownership and initiative. I believe he trys hard and he did have an acceptable relationship with the customers we visited today. I was disappointed he hadn't been in a large OB office where we discovered they were recommending SMA.

COACHING/DIRECTION PROVIDED:

I reinforced the importance of WAC and defined our priorities. I'll speak with Boisse regarding a specific plan for Bill.

MGR/RST SIGNATURE: LindbergDATE: 4/16/93

6731/Jan.'91

EXHIBIT I

**INTEROFFICE
CORRESPONDENCE**

DATE: May 3, 1993

TO: Bill Byrd

FROM: John Boisse

SUBJECT: Recent Workwith

Dear Bill,

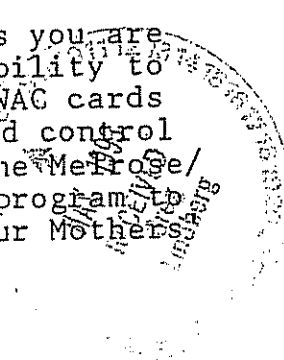
I want to take this opportunity to recap the recent couple of days we spent together on April 17 and 28. First, I would like to say that your presentation relative to the Strep Kit overshadowed some of the good things that happened over the course of these two days. Your lack of preparation and thoroughness on the presentation at Dr. Dorsey's office really was not up to the level required to present and sell Strep Kits. You did not come properly prepared, ie. you did not have the controls with you and had to ask your customer to supply external controls in order for you to do a comparison test between Q Test and the new Ross Strep Kit. This is unacceptable.

This is the second occasion whereby you have not come prepared to sell Strep Kits. On your recent workwith with Greg, not having the work station prevented you from giving a thorough and professional detail. This time by not having the controls with you and having to ask your customer to lend you a competitor's controls also made it impossible for you to deliver a thorough and professional presentation or make a sale.

Bill, in the future I would expect that when you give a presentation, whether it be Strep Kits or Pediatric Nutritionals, you come thoroughly prepared to give a very complete and professional presentation. I was rather disappointed with your performance relative to Strep Kits on Tuesday.

Bill, on the other side of the coin, I feel you did a fairly good job relative to the presentation of Isomil as it relates to the introduction of Mead's new Lactose-Free. I thought your presentations were informative and helpful to the Pediatrician. Also, the fact that you followed up with a second presentation on Suprax was appropriate and well done.

Third, congratulations on the number of SWAC cards you are redeeming through your OB offices. I think your ability to get into your OB offices and pick up the signed SWAC cards will help your overall redemption. Your rapport and control with your OB nurses appears to be quite good in the Wakefield area. Please continue to prosecute the program to the fullest and I am certain it will help move your Mothers Share in these areas.



Bill, in summary I would like to say that relative to the Strep Kits, I was extremely disappointed in your performance and in the future I would expect you to be able to prepare for and give a presentation to your Pediatricians in a more professional manner. Relative to presentations on Isomil and Suprax, I thought they were quite good and I look forward to continued progress relative to Pediatric Nutritionals selling. Bill, I would also like the activity level relative to the First Case Free program picked up. By that I mean I would like to see a larger distribution of free cases relative to Isomil quarts and Alimentum quarts brought into your Pediatricians so they have a larger supply on hand to prevent them from running out and to provide their patients with that First Case Free.

Bill, I will see you on May 10 and at that time, as we had discussed, I would like to join you at your in-service at the Harvard Community Health and OBs to discuss SMA versus Similac. As you will recall, this is a follow-up relative to your last visit with Greg in this OB office.

Regards,


John

JB/sl
cc: Greg Lindberg ✓
File

EXHIBIT J

Post-It™ brand fax transmittal memo 7671 # of pages 3

To	JOE McMANUS	From	GREG LINDBERG
Co.		Co.	
Dept.		Phone #	
Fax #		Fax #	

file bills PC

ROSS**ROSS****ROSS**COLUMBUS, OHIO 43215
A DIVISION OF ABBOTT LABORATORIES, USA

To: Bill Byrd
 FROM: John Boisse
 DATE: August 23, 1993
 SUBJECT: Unsatisfactory Performance

Dear Bill,

This letter will serve to confirm that effective today, you are being placed on Unsatisfactory Performance status for sixty (60) days. The reasons for this action are as follows:

Your 5 and 6 months prepared share for the last four quarters have been:

2nd Qtr 1992: 37.0%
 3rd Qtr 1992: 40.4%
 4th Qtr 1992: 36.9%
 1st Qtr 1993: 29.6%
 2nd Qtr 1993: 31.5%

While Ross shares have been declining, Mead has grown in the last four quarters from 39.9% to 48.4%. Your decline represents 7.4 percentage points in the last four quarters. Bill, this Share decline is unacceptable.

During our work visits, it is apparent your selling skills are not at an acceptable level. You fail to use the 5 parts of a sales presentation and fail to present the features/benefits of our products. I have also been very disappointed with your pre-call planning. Bill, as an example, I am referring to the sales presentation at Dr. Dorsey's office on May 3, 1993. Your lack of pre-call planning and not having all the materials with you caused you to lose the sale. Specifically I am referring to your not having had the Strep Kit controls with you which hindered your ability to thoroughly present the product. As another example, during your workwith with Greg, you were not adequately prepared for a Strep Kit presentation. During this visit you did not have the work station with you at the time of the presentation.

Greg and I have been disappointed in your lack of customer coverage in your Territory. An example of inadequate coverage would be the situation which arose during a workwith in April with Greg when you told him you had not called on a group of OBs at the Harvard Community Health Plan in Medford, MA. During that joint initial visit with Greg at this OB office you learned they were recommending SMA because of the coverage by the Wyeth Representative. Certainly with the priority being on SWAC and OBs, I was disappointed you had not adequately covered this account.

page 2 - August 23, 1993

Bill, to get your performance back to a satisfactory status you must accomplish the following during the next sixty (60) days:

We have mutually agreed on the following list of twelve (12) Physicians who currently use Enfamil as the house formula at Salem or Winchester Hospitals who will sign up for 100% Similac in the indicated hospital. I will confirm your conversions during our workwiths.

<u>Physicians</u>	<u>Hospital</u>	<u>Newborns</u>	<u>Net Gain</u>
Woburn Pediatric Associates:		600	600
Dr. Patricia Connelly	Winchester		
Dr. Richard Dentremont	Winchester		
Dr. Joseph Leader	Winchester		
Dr. Earton Robertson	Winchester		
Dr. Neidermier	Winchester		
Dr. Elizabeth Keane	Winchester		
Dr. Michael Vogher	Winchester		
Pediatric Associates of Greater Salem:		500	500
Dr. James Higgins	Salem		
Dr. Mark Mandell	Salem		
Dr. Don McAuliffe	Salem		
Dr. Andrea Tisch	Salem		
Private:		150	150
Dr. Walter Harrison	Salem		

You will be required to effectively utilize sales aids during your sales presentations. You will be expected to sell the Features and Benefits of our products during sales presenattions. You will be expected to have the most current sales aids with you. You must be properly prepared to make each call. You will be expected to effectively use the 5 steps of a sales presentation.

- A. Opener
- B. Probing
- C. Body
- D. Close
- E. Follow-up with Service

I will evaluate your effectiveness in utilizing the above selling skills during my workwiths with you.

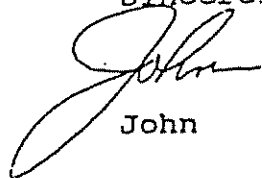
You will be expected to have effectively communicated the program and to have sold SWAC in all OB offices. You will also be expected to update me weekly on the progress of your Territory via a telephone conversation during my office hours on Mondays. Also, you will be expected to update me via your Weekly Territory Report with progress or setbacks which you are experiencing.

page 3 -- August 23, 1993

This is a serious situation and must be corrected. Failure to do so will lead to more serious action, up to and including termination of employment. I will be scheduling extra work visits with you and will assist in any way I can. However, in the final analysis, responsibility for correcting these performance deficiencies is yours.

Your performance status is between you and Ross Laboratories and must not be discussed with your colleagues or customers. We will review your progress again on .

Sincerely,

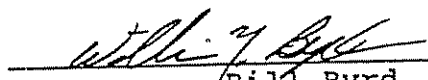


John

JB/sl

cc: Joe McManus
Greg Lindberg
Permanent File

I have read and fully understand the above letter.



Bill Byrd



Date

EXHIBIT K

SEPARATION SUMMARY

Employee: William M. Byrd Terr. No. 1110512

Number of Supervisory Visits by DM

DM Ranking Last Four Quarters

Last 3 mos. 4 Last 9 mos. 16
 Last 6 mos. 8 Last 12 mos. 18

Last Quarter 10 of 11
 Previous Qtr. 9 of 11
 Previous Qtr. 9 of 11
 Previous Qtr. 4 of 12

1. What was the performance of this person up to termination date?

Marginal

2. What problem(s) did this person have in relation to the job?

Inability to develop close working relationships and rapport with key customers.

3. What did this person give as reasons for leaving?

4. What were the circumstances that led up to this separation?

See above

5. What do you feel caused this individual to leave?

See above.

6. What does this departing employee plan to do now that separation has occurred?

Seek employment elsewhere.

7. If acceptance of a new position was given as the reason for termination, what is this person's expected income?

Salary _____ Incentive Income _____ Total _____

8. Would you rehire this individual? YES _____ NO X _____

Why/Why Not? Inability to develop close relationships and long term rapport with key customers.

9. What could we, as Ross Managers, have done to prevent this separation?

We employed interaction management skills as well as regularly scheduled workwiths and written communication relative to problems and progress for his feedback.

10. General Comments.

Prepared by: John BuisseDate: 10/15/93

SEPARATION REPORT

Employee William M. Byrd *file* Social Security # 109-40-9915
 Title Territory Manager Territory # 1110512
 Supervisor John Boisse, DM Base City North Shore, MA
 Birthdate 10/29/48 Start Date 5/17/83 Last Day Worked 10/15/93
 Tenure 10 years Type of Term. voluntary
 Date of Last Salary Increase and Amount 5/25/92 \$1337.00
 Final Annual Salary \$39,541.00 '92 GROSS EARNING Total Income Last Year \$48,478.59

FINAL PAY INFORMATION

NOTE: Final pay will be held pending reconciliation of all outstanding expenses, debts, correction notices and receipt of Ross property. Please communicate receipt of this information to your Field Sales Personnel Coordinator.

sent to Columbus Final expense report and copies of previous two reports

not available Ross ID Badge yes Drafts
yes PHH Card NA Other Credit Cards
yes MPO Unit
yes Release Form (Please indicate if employee does not wish to sign.)
yes Ross Property from Separation Check List

see letter from Robert N. Beck
 Employee should be paid for dated 10/6 days in lieu of notice.

Final pay should be sent to: Bill Byrd 38 Meadowview Road Milton, MA 02186

Phone number: 617/698-7254

APPROVALS

Prepared by DM:

Approved by RM:

Approved by Sales Director:

Approved by Divisional Vice President: